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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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EXAMINER	
BORISSOV, IGOR N	
ART UNIT	**PAPER NUMBER**
3639	

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/478,777	WALTER, JOANNE S.	
	Examiner	Art Unit	
	Igor Borissov	3639	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *27 February 2006*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1,3-9,11-17,19,20 and 27-37* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1,3-9,11-17,19,20 and 27-37* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

IGOR N. BORISSOV
PRIMARY EXAMINER

DETAILED ACTION

Response to Amendment

Amendment received on 7/12/2005 is acknowledged and entered. Claims 2, 10, 18 and 21-26 have previously been canceled. Claims 1, 9, 17, 27, 28 and 35-37 have been amended. Claims 1, 3-9, 11-17, 19, 20 and 27-37 are currently pending in the application.

Claim Objections

Claim Objections have been withdrawn due to Applicant's arguments.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 1, 3-9, 11-17, 19-20 and 27-34 and are rejected under 35 U.S.C. 103(a) as being unpatentable over Schneider (US 5,083,638) in view of Sato (US 5,949,854) further in view of Masson et al. (US 4,908,850) and further in view of Humble et al. (US 4,676,343).

Independent Claims.

As per Claims 1 and 9, Schneider teaches a method and system for automated point-of-sale machine, said comprising a status lamp, a voice generating device, a CPU electrically coupled to said voice generating device and said status lamp, and a memory, said method comprising:

generating a first voice instruction and first tonality signals, which instructs a user in regard to operation of the retail terminal (column 11, lines 24-33; column 12, line 23);

determining if said user performs a first activity and generating a proper-response control signal in response thereto (column 11, lines 33-36);

generating an appropriate second voice instruction and second tonality signals, which instructs a user in regard to operation of the retail terminal prior to generation of the proper-response control signal (column 11, lines 33-36; column 12, line 23);

determining if said user performs a second activity and generating an improper-response control signal in response thereto (column 15, lines 13-28).

However, Schneider does not specifically teach that said voice instructions are generated in *various voice types*. Also, Schneider does not specifically teach that said "instructing a user" is conducted if a *predetermined amount of time lapses subsequent to generation of the first voice instruction*. Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches a voice response service method and system for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone and a male or female type of the voice responses, and an intonation generating circuitry (portion) for generating intonation patterns* (column 9, lines 38-45; column 1, line 14).

Masson et al. teach a method and system for voice services network with automated billing, including monitoring a user interaction with a terminal (computer), wherein a user is verbally prompted for the user's account number, and wherein *if the user does not perform the required action within a predetermined length of time, the user is verbally prompted second time* (column 6, lines 54-60).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice type selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider and Sato to include instructing a user if a predetermined amount of time lapses subsequent to generation of the first voice

instruction, as taught by Masson et al., because it would advantageously help inexperienced users to properly conduct the transaction.

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider, Sato and Masson et al. to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

As per Claim 17, Schneider teaches said method for automated point-of-sale machine, comprising:

generating a first voice instruction and first tonality signals, which instructs a user in regard to operation of the retail terminal (column 11, lines 24-33; column 12, line 23);

determining if said user performs a first activity and generating a proper-response control signal in response thereto (column 11, lines 33-36);

generating an appropriate second voice instruction and second tonality signals, which instructs a user in regard to operation of the retail terminal prior to generation of the proper-response control signal (column 11, lines 33-36; column 12, line 23);

determining if said user performs a second activity and generating an improper-response control signal in response thereto (column 15, lines 13-28);

generating a third voice instruction and third tonality signals, which instructs a user in regard to operation of the retail terminal in response to generation of said improper-response control signal (column 15, lines 13-28; column 12, line 23).

However, Schneider does not specifically teach that said voice instructions are generated in *various voice inflection levels.* Also, Schneider does not specifically teach that said "instructing a user" is conducted if a *predetermined amount of time lapses subsequent to generation of the first voice instruction.* Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches said voice response service method for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone of the voice responses, and an intonation generating circuitry (portion) for generating intonation (inflection) patterns* (column 9, lines 38-45; column 1, line 14).

Masson et al. teach said method for voice services network with automated billing, including monitoring a user interaction with a terminal (computer), wherein a user is verbally prompted for the user's account number, and wherein *if the user does not perform the required action within a predetermined length of time, the user is verbally prompted second time* (column 6, lines 54-60).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice inflection selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider and Sato to include instructing a user if a predetermined amount of time lapses subsequent to generation of the first voice instruction, as taught by Masson et al., because it would advantageously help inexperienced users to properly conduct the transaction.

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider, Sato and Masson et al. to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

As per Claim 27, Schneider teaches said method for automated point-of-sale machine, comprising:

generating a first voice instruction and first tonality signals, which instructs a user in regard to operation of the retail terminal (column 11, lines 24-33; column 12, line 23);

determining if said user performs a first activity and generating a proper-response control signal in response thereto (column 11, lines 33-36);

generating an appropriate second voice instruction and second tonality signals, which instructs a user in regard to operation of the retail terminal prior to generation of the proper-response control signal (column 11, lines 33-36; column 12, line 23);

determining if said user performs a second activity and generating an improper-response control signal in response thereto (column 15, lines 13-28).

However, Schneider does not specifically teach that said voice instructions are generated in *various voice types*. Also, Schneider does not specifically teach that said step off "instructing a user" is conducted *if a predetermined amount of time lapses subsequent to generation of the first voice instruction*. Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches said voice response service method for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone and a male or female type of the voice responses, and an intonation generating circuitry (portion) for generating intonation (inflection) patterns* (column 9, lines 38-45; column 1, line 14).

Masson et al. teach said method for voice services network with automated billing, including monitoring a user interaction with a terminal (computer), wherein a user is verbally prompted for the user's account number, and wherein *if the user does not perform the required action within a predetermined length of time, the user is verbally prompted second time* (column 6, lines 54-60).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice type selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider and Sato to include instructing a user if a predetermined amount of time lapses subsequent to generation of the first voice instruction, as taught by Masson et al., because it would advantageously help inexperienced users to properly conduct the transaction.

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider, Sato and Masson et al. to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

Dependent Claims.

As per Claims 3, 11, 19 and 29, Schneider teaches:

updating an electronic log value in response to improper-response control signal (checking by the Main Algorithm if an unauthorized weight change has occurred) (column 14, lines 64-65);

comparing said log value to a log threshold (determining if the current weight differs by greater than a predetermined error margin) (column 14, line 68 – column 15, line 1); and

generating a personnel-needed signal if said log value has a predetermined relationship with said log threshold (an image of personnel-needed situation is displayed to a supervisor so that the supervisor can interfere) (column 8, lines 60-64; column 9, lines 3-7; column 15, lines 25-31).

As per Claims 4, 12, 20 and 30, Sato teaches a volume controller which sets a desired volume level of a voice response (column 18, lines 36-38). The motivation to combine Schneider and Sato would be to advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

As per Claims 5, 13 and 31, Sato teaches said apparatus and method, comprising an intonation generating portion which generates the intonation pattern (inflection level) (column 9, lines 4-5, 38-45). The motivation to combine Schneider and Sato would be to advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

As per Claims 6, 14 and 32, Sato teaches said apparatus and method, comprising a tone controller configured to generate voices of various quality wherein said voices can be at least one of a male voice and a female voice (column 3, lines 9-11). The motivation to combine Schneider and Sato would be to advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

As per Claims 7, 15 and 33, Sato teaches said apparatus and method, comprising an intonation generating portion which generates the intonation pattern indicating the voice pitch (column 9, lines 38-45). The motivation to combine Schneider and Sato would be to advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

As per Claims 8, 16 and 34, Sato teaches said apparatus and method, comprising a tone controller configured to generate voices of various quality wherein said voices can be of different tone (column 3, lines 9-11; column 9, lines 38-45). The motivation to combine Schneider and Sato would be to advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

As per Claim 28, Schneider teaches generating a third voice instruction and third tonality signals, which instructs a user in regard to operation of the retail terminal in response to generation of said improper-response control signal (column 15, lines 13-28; column 12, line 23).

Modified Humble et al. teaches presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4).

The motivation to combine Schneider, Sato, Masson et al. and Humble et al. would be to advantageously provide inexpensive means for communication with the appropriate assistant.

Claims 36 and 37 are rejected under 35 U.S.C. 103(a) as being unpatentable over Schneider in view of Sato further in view of Masson et al. further in view of Humble et al. and further in view of Official Notice.

As per Claim 36, Schneider teaches said method for automated point-of-sale machine, comprising:

generating a first voice instruction and first tonality signals, which instructs a user to perform a task during a transaction by said retail terminal (column 11, lines 24-33; column 12, line 23);

determining if said user performs said task (column 11, lines 33-36);

determining if said user performs a second activity and generating an improper-response control signal in response thereto (column 11, lines 33-36);

generating an improper-response control signal in response to determining if said user fails to perform the task (column 15, lines 13-28).

However, Schneider does not specifically teach that said voice instructions are generated in *various voice types*. Also, Schneider does not specifically teach that said step off "instructing a user" is conducted *if a predetermined amount of time lapses subsequent to generation of the first voice instruction*. Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches said voice response service method for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone and a male or female type of the voice responses, and an intonation generating circuitry (portion) for generating intonation (inflection) patterns* (column 9, lines 38-45; column 1, line 14).

Masson et al. teach said method for voice services network with automated billing, including monitoring a user interaction with a terminal (computer), wherein a user is verbally prompted for the user's account number, and wherein *if the user does not perform the required action within a predetermined length of time, the user is verbally prompted second time* (column 6, lines 54-60).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice type selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider and Sato to include instructing a user if a predetermined amount of time lapses subsequent to generation of the first voice

instruction, as taught by Masson et al., because it would advantageously help inexperienced users to properly conduct the transaction.

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider, Sato and Masson et al. to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

Furthermore, Sato teaches that the voice quality can be adapted to the user (column 5, line 2), thereby indicating ability to convey a desired impression. However, Schneider, Sato, Masson et al. and Humble et al. do not explicitly teach that said desired impression includes *an impression of seriousness* in said voice responses.

Official Notice is taken that it is old and well known to use change in voice quality to convey *an impression of seriousness.* For example, a parent changes his/her voice to convey *an impression of seriousness* to a child. Or a police officer changes his/her voice while giving an order to comply.

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider, Sato, Masson et al. and modified Humble et al. to include that the second voice type conveys an impression of seriousness to the self-service customer, because it would advantageously allow to attract customer's attention to the content of the instructions and help customer to concentrate on the procedure, thereby avoiding unnecessary intervention of the support personnel.

As per Claim 37, Schneider teaches said method for automated point-of-sale machine, comprising:

generating a first voice instruction and first tonality signals, which instructs a user to perform a task during a transaction by said retail terminal (column 11, lines 24-33; column 12, line 23);

determining if said user performs said task (column 11, lines 33-36);

determining if said user performs a second activity and generating an improper-response control signal in response thereto (column 11, lines 33-36);

generating an improper-response control signal in response to determining if said user fails to perform the task (column 15, lines 13-28),

However, Schneider does not specifically teach that said voice instructions are generated in *various voice types*. Also, Schneider does not specifically teach that said step off "instructing a user" is conducted *if a predetermined amount of time lapses subsequent to generation of the first voice instruction*. Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches said voice response service method for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone and a male or female type of the voice responses, and an intonation generating circuitry (portion) for generating intonation (inflection) patterns* (column 9, lines 38-45; column 1, line 14). Furthermore, Sato teaches that the voice quality can be

adapted to the user (column 5, line 2), thereby indicating ability to convey a desired impression (including an impression of illicitly operating the terminal) in said voice responses.

Masson et al. teach said method for voice services network with automated billing, including monitoring a user interaction with a terminal (computer), wherein a user is verbally prompted for the user's account number, and wherein *if the user does not perform the required action within a predetermined length of time, the user is verbally prompted second time* (column 6, lines 54-60).

Humble et al. teaches said method for operating a self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice type selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider and Sato to include instructing a user if a predetermined amount of time lapses subsequent to generation of the first voice instruction, as taught by Masson et al., because it would advantageously help inexperienced users to properly conduct the transaction.

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal

lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider, Sato and Masson et al. to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

Furthermore, Sato teaches that the voice quality can be adapted to the user (column 5, line 2), thereby indicating ability to convey a desired impression. However, Schneider, Sato, Masson et al. and modified Humble et al. does not explicitly teach that said desired impression includes *an impression of seriousness* in said voice responses.

Official Notice is taken that it is old and well known to use change in voice quality to convey *an impression of seriousness.* For example, a parent changes his/her voice to convey *an impression of seriousness* to a child. Or a police officer changes his/her voice while giving an order to comply.

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider, Sato, Masson et al. and modified Humble et al. to include that the second voice type conveys an impression of seriousness to the self-service customer, because it would advantageously allow to attract customer's attention to the content of the instructions and help customer to concentrate on the procedure, thereby avoiding unnecessary intervention of the support personnel.

Claim 35 is rejected under 35 U.S.C. 103(a) as being unpatentable over Schneider in view of Sato and further in view of Humble et al. and further in view of Official Notice.

Independent Claim

As per claim 35, Schneider teaches said method for automated point-of-sale machine, comprising:

generating a first voice instruction in a first voice type, which instructs a user to perform a task during a transaction by said retail terminal (column 11, lines 24-33);

determining if said user performs the task (column 11, lines 33-36);

generating an improper-response control signal in response to determining if said user fails to perform the task (column 15, lines 13-28).

However, Schneider does not specifically teach that said voice instructions are generated in *various voice types*. Also, while Schneider teaches that said status lamp 106 is operated by CPU 120 and could be used to help the customer use the terminal properly (column 13, lines 36-38, 43-46), Schneider does not explicitly teach that said status lamp is used for *summoning* help.

Sato teaches said voice response service method for changing a voice quality in accordance with an operation environment of a target user, comprising *a tone controller for selecting a tone and a male or female type of the voice responses, and an intonation generating circuitry (portion) for generating intonation (inflection) patterns* (column 9, lines 38-45; column 1, line 14).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider to include a voice type selection capability, as taught by Sato, because it would advantageously enhance the attractiveness of the system to users by conforming to the age and sex distinction of the users (Sato; column 5, line 66 – column 6, line 2).

Humble et al. teaches a method and system for operating a processor-controlled, self-service, check-out retail terminal, said terminal including a signal lamp 18 (Figs. 1 and 5), said method including presenting instructions to a customer for operating said

terminal, wherein the customer will either comply with the instructions or, *if assistance is required, the signal lamp 18 is illuminated for alerting an appropriate assistant* (column 5, line 64 – column 6, line 4). Humble et al. does not specifically teach that said signal lamp is activated by the retail terminal, but rather is activated by manually depressing the switch.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Humble et al. to include that said activation of the light is caused by the control signal generated by the processor, since it has been held that broadly providing a mechanical or automatic means to replace manual activity which has accomplished the same result involves only routine skill in the art. *In re Venner*, 120 USPQ 192.

And it would have been obvious to one having ordinary skill in art the time the invention was made to modify Schneider and Sato to include using said status lamp for summoning help, as disclosed in modified Humble et al., because it would advantageously provide inexpensive means for communication with the appropriate assistant.

Furthermore, Sato teaches that the voice quality can be adapted to the user (column 5, line 2), thereby indicating ability to convey a desired impression. However, Schneider, Sato and Humble et al. do not explicitly teach that said desired impression includes *an impression of seriousness* in said voice responses.

Official Notice is taken that it is old and well known to use change in voice quality to convey *an impression of seriousness.* For example, a parent changes his/her voice to convey *an impression of seriousness* to a child. Or a police officer changes his/her voice while giving an order to comply.

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Schneider, Sato and Humble et al. to include that the second voice type conveys an impression of seriousness to the self-service customer, because it would advantageously allow to attract customer's attention to the content of the instructions and help customer to concentrate on the procedure, thereby avoiding unnecessary intervention of the support personnel.

Response to Arguments

Applicant's arguments with respect to claims 1, 3-9, 11-17, 19, 20 and 27-37 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure (see form PTO-892).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Igor Borissov whose telephone number is 571-272-6801. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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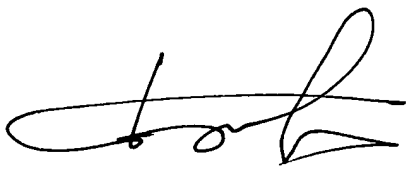

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